

WHAT IS CLAIMED IS:

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1. A method for managing product information, said method comprising the steps of:

- 10 (a) retrieving warranty information corresponding to the purchased product identification received from a customer-terminal used by a customer, from a sales information management database managing the purchased product identification identifying a product that the customer purchased and the warranty information showing a warranty of the product;
- 15 (b) informing selective request items with the warranty information retrieved in said step (a) to the customer-terminal; and
- 20 (c) conducting a request process corresponding to one of the selective request items, which is indicated from the customer-terminal.

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2. The method as claimed in claim 1, wherein said step (c) comprises the step of deleting the purchased product identification and the warranty information of a product identified by the purchased product identification, which purchased product identification is received from the customer-terminal, from the sales information management database when one of the selective request items, which is indicated from the customer-terminal, shows a request to delete information related to a product that the
- 30
- 35 customer purchased.

3. The method as claimed in claim 1,
wherein said sales information management database
5 manages the customer information concerning the
customer by corresponding to the purchased product
identification of the product that the customer
purchased, and

said step (c) comprises the steps of:

10 (d) distributing a repair request sheet
including repair information for a repair person who
is selected by searching from the sales information
management database based on the customer information
corresponding to the purchased product identification
15 receive from the customer-terminal when one of the
selective request items, which is indicated from the
customer-terminal, shows a request to repair the
product that the customer purchased; and

(e) maintaining repair contents conducted
20 by the repair person and the purchased product
identification of a repaired product as repair
history information to a repair history database.

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4. The method as claimed in claim 3,
wherein said step (c) further comprises the step of
notifying the customer of selective receiving place
30 items showing places to receive a repaired product so
that said step (d) distributes said repair request
sheet including one of the selective receiving place
items, which is indicated by the customer, to said
repair person.

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5. The method as claimed in claim 3,
wherein said step (b) comprises the steps of:

checking whether or not a same repair is
5 conducted within a predetermined period, by searching
for the repair history information from said repair
history database based on the purchased product
identification received from the customer; and
informing said warranty information and
10 said request items with a check result to the
customer.

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6. The method as claimed in claim 3,
further comprising the steps of:

(f) searching for the purchased product
identification corresponding to the repair contents
20 showing a recall from said repair history database;

(g) extracting the customer information
from said sales information management database based
on the purchased product identification searched in
the step (f); and

25 (h) informing recall information to recall
a product, to each customer who purchased the product
based on the customer information extracted in the
step (g).

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7. The method as claimed in claim 3,
further comprising the steps of:

35 (i) searching for the repair history
information from the repair history information
database based on the purchased product

identification when a request message including the purchased product identification and requesting a repair status is received from the customer; and

(j) sending the repair status created
5 based on the repair history information searched in the step (i) to the customer-terminal.

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8. The method as claimed in claim 3, wherein said step (c) comprises the steps of:

(k) specifying a product based on the purchased product identification received from the
15 customer-terminal when one of said selective request items, which is selected by the customer, shows a request to collect the product, which the customer purchased, to dispose; and

(l) obtaining, from a table maintaining a
20 collection fee for each product, each collection fee related to the product specified in the step (k) and calculating total collection fee;

(m) distributing a collection request sheet including collection contents and the total
25 collection fee calculated in the step (l) to a collection person selected based on the customer information corresponding to the purchased product identification received from the customer-terminal.

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9. The method as claimed in claim 1, further comprising the step of (n) informing the
35 purchased product identification to the customer-terminal of the customer based on the customer information when the purchased product information,

in which shop identification information identifying a shop is provided, and the customer information concerning the customer are received through a shop-terminal which the shop uses.

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10. The method as claimed in claim 1,
10 further comprising the steps of:

(o) maintaining the purchased product identification including shop identification identifying a shop and the customer information by corresponding to the purchased product identification
15 in said sales information management database; and

(p) creating a product list listing product information of purchased product of the customer based on the purchased product identification corresponding to the customer
20 information retrieved from the sales information management database when the customer information is received, and sending the product list to the customer-terminal.

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11. The method as claimed in claim 10,
further comprising the steps of:

(q) obtaining the purchased product identification of products which the shop sold, by searching for the shop identification of the shop from said sales information management database when a request message requesting to obtain information
35 related to product, which are sold by the shop and are consumed, is received from the shop-terminal of the shop;

(r) creating need-to-replace product information of products that are identified by the purchased product identification obtained in the step (q) and are needed to replace, by referring to a
5 table maintaining a replacement time of each product;
and

(s) notifying the need-to-replace product information to the shop-terminal.

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12. The method as claimed in claim 11,
further comprising the step of sending advertisement
15 information based on the customer information
retrieved from said sales information management
database by the purchased product identification of
the product, which are needed to replace, when
advertisement information including advertisement
20 contents is received from the shop-terminal.

25 13. A computer-readable recording medium
having a program recorded thereon for causing a
computer to manage product information, said program
comprising the codes of:

(a) retrieving warranty information
30 corresponding to the purchased product identification
received from a customer-terminal used by a customer,
from a sales information management database managing
the purchased product identification identifying a
product that the customer purchased and the warranty
35 information showing a warranty of the product;

(b) informing selective request items with
the warranty information retrieved by said code (a)

to the customer-terminal; and

(c) conducting a request process corresponding to one of the selective request items, which is indicated from the customer-terminal.

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14. The computer-readable recording medium as claimed in claim 13, wherein said sales information management database manages the customer information concerning the customer by corresponding to the purchased product identification of the product that the customer purchased, and

15 said code (c) comprises the codes of:

(d) distributing a repair request sheet including repair information for a repair person who is selected by searching from the sales information management database based on the customer information corresponding to the purchased product identification receive from the customer-terminal when one of the selective request items, which is indicated from the customer-terminal, shows a request to repair the product that the customer purchased; and

25 (e) maintaining repair contents conducted by the repair person and the purchased product identification of a repaired product as repair history information to a repair history database.

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15. An apparatus for managing product information, said apparatus comprising:

35 a sales information management database managing the purchased product identification identifying a product that the customer purchased and

the warranty information showing a warranty of the product;

5 a warranty information retrieving part
retrieving warranty information corresponding to the
purchased product identification received from a
customer-terminal used by a customer, from said sales
information management database;

10 a request item informing part informing
selective request items with the warranty information
retrieved by said warranty information retrieving
part to the customer-terminal; and

15 a request process conducting part
conducting a request process corresponding to one of
the selective request items, which is indicated from
the customer-terminal.

20 16. The apparatus as claimed in claim 15,
wherein said sales information management database
manages the customer information concerning the
customer by corresponding to the purchased product
identification of the product that the customer
25 purchased, and

said request process conducting part
comprises:

30 a repair request sheet distributing part
distributing a repair request sheet including repair
information for a repair person who is selected by
searching from the sales information management
database based on the customer information
corresponding to the purchased product identification
receive from the customer-terminal when one of the
35 selective request items, which is indicated from the
customer-terminal, shows a request to repair the
product that the customer purchased; and

a repair contents maintaining part
maintaining repair contents conducted by the repair
person and the purchased product identification of a
repaired product as repair history information to a
5 repair history database.

10 17. A method for requesting to repair a
purchased product through a customer-terminal, said
method comprising the steps of:

displaying a product list listing
purchased products at a display unit of the customer-
15 terminal;

sending purchased product identification
identifying a product selected from said product list
by a customer using the customer-terminal, to a
support center supporting the product; and

20 requesting to repair the product
identified by the purchased product identification by
informing the support center one of selective request
items, which is selected by the customer, when
warranty information showing warranty contents of the
25 product and the request items are received from the
support center.

30 18. A computer-readable recording medium
having a program recorded thereon for causing a
computer to request to repair a purchased product
through a customer-terminal, said computer-readable
35 recording medium comprising the codes of:

(v) displaying a product list listing
purchased products at a display unit of the customer-

terminal;

(w) sending purchased product
identification identifying a product selected from
said product list by a customer using the customer-
5 terminal, to a support center supporting the product;
and

(x) requesting to repair the product
identified by the purchased product identification by
informing the support center one of selective request
10 items, which is selected by the customer, when
warranty information showing warranty contents of the
product and the request items are received from the
support center.

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19. An apparatus for requesting to repair
a purchased product through a customer-terminal, said
20 apparatus comprising:

a displaying part displaying a product
list listing purchased products at a display unit of
the customer-terminal;

a sending part sending purchased product
25 identification identifying a product selected from
said product list by a customer using the customer-
terminal, to a support center supporting the product;
and

a repair requesting part requesting to
30 repair the product identified by the purchased
product identification by informing the support
center one of selective request items, which is
selected by the customer, when warranty information
showing warranty contents of the product and the
35 request items are received from the support center.